

Enterprise Incident Report Dec 2010

As of 1/3/2011

Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Labor Commission	43	1	44
	16	0	16
Customer Company Total	43	1	44
	16	0	16

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Labor Commission	43	1	44
	4	0	4
Customer Company Total	43	1	44
	4	0	4

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	Low	Medium	ATTIR Total
Labor Commission	43 0.15	1 0.08	44 0.15
Customer Company Total	43 0.15	1 0.08	44 0.15

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
	Low	Medium	MR Total
Labor Commission	43	1	44
	1	0	1
Customer Company Total	43	1	44
	1	0	1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	Low	Medium	ATTR Total
Labor Commission	43 0.63	1 0.09	44 0.62
Customer Company Total	43 0.63	1 0.09	44 0.62

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Detail

INC000000227836	William Adams Jr Metro A Desktop Support	PC/Laptop Martin Gonzalez	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000227969	Tonya Gallegos Metro A Desktop Support	Application Julie VanBeekum	Error Labor Commission	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.37
INC000000228050	David Lamb Metro A Desktop Support	Network Julie VanBeekum	Error Labor Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.72
INC000000228125	Dave Bloomfield Metro A Desktop Support	Print/Copy/Scan/Fax Julie VanBeekum	Queue Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.81
INC000000228312	Bobbi Smith Metro A Desktop Support	PC/Laptop Julie VanBeekum	Performance Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229057	Eric Steadman Voice Operations	Telecom Julie Sabato	Area Code Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 1.18
INC000000229499	Joy Lawrence Metro A Desktop Support	Network Julie VanBeekum	Error Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229610	Todd Newman Metro A Desktop Support	Network Martin Gonzalez	Error Labor Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.29 6.53
INC000000229681	Stephanie Carrillo Metro A Desktop Support	Network Martin Gonzalez	Password Labor Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 5.64
INC000000230446	Bobbi Smith Application Services	Application Martin Gonzalez	None Labor Commission	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230731	Clark T Clements Metro A Help Desk	Application Ed Conrad	Error Labor Commission	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000230786	Jonathan Taylor Voice/Data/WAN Services	Telecom Spencer Blodgett	Call/Receive Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 1.05
INC000000231440	Jonathan Taylor Metro A Desktop Support	Application Julie VanBeekum	Password Labor Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.33 2.73
INC000000231993	Jonathan Taylor Metro A Desktop Support	Application Julie VanBeekum	None Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000232006	David Lamb Metro A Desktop Support	PC/Laptop Susan Barker	Password Labor Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.41
INC000000232473	Elena Bensor Help Desk	Application Vicky Marrelli	Password Labor Commission	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.48

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INC000000232691	David Lamb	Application	Reporting	Internet Explorer	TIR Missed: No	TIR: 0.06
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.07
INC000000233122	Amy Hallissey	Telecom	Area Code	Telephone	TIR Missed: No	TIR: 0.17
	Voice Operations	Lois Schow	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.26
INC000000233263	Alicia Zavala-Lopez	Application	Reporting	None	TIR Missed: No	TIR: 0.03
	Metro A Desktop Support	Susan Barker	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.03
INC000000233264	Bobbi Smith	Application	Error	Industrial Accident	TIR Missed: No	TIR: 0.03
	Metro A Desktop Support	Susan Barker	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.04
INC000000233739	Monique Jackson-Williams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000234050	Dave Bloomfield	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.04
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.05
INC000000234210	Hideko Fairbanks	Network	Incident	None	TIR Missed: No	TIR: 0.08
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Medium Closed	TTR Missed: No	TTR: 0.09
INC000000234230	Kenney Christensen	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.05
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.06
INC000000234317	Tonya Gallegos	Application	Error	Microsoft Excel	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.94
INC000000234564	Nishan Messerian	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.10
	Metro A Desktop Support	Mike Wilde	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.21
INC000000234739	Tonya Gallegos	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.12
INC000000234805	Alicia Zavala-Lopez	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.89
INC000000235135	Karla Staker	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000235431	Terri DeVries	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000235773	Terri DeVries	Network	Incident	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000235991	Dawn Cornell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR: 1.03
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low Resolved	TTR Missed: No	TTR: 1.33
INC000000235999	Kate McNeill	PC/Laptop	Password	None	TIR Missed: No	TIR: 0.03
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low Resolved	TTR Missed: No	TTR: 0.03